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**Digital Commons @Brockport**

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Library, Information and Technology Services  
Newsletter

Library, Information and Technology Services

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9-2007

## ITS @Brockport: Fall 2007

Mary Jo Orzech

*The College at Brockport*, morzech@brockport.edu

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# ITS at Brockport

STATE UNIVERSITY OF NEW YORK

## NEWSBYTES

- Please Welcome Dr. Anne Huot, our new Provost and Vice President for Academic Affairs.
- The ITS Help desk moved into Drake.
- Network Upgrade planned fall 2007.
- The Computer Lab equipment has been upgraded.



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## NOTES FROM THE CIO

Dear Brockport Community,

Along with you, Information Technology Services is excited about the new academic year. We are energized and inspired this time each year, when we are again surrounded by students, faculty, and our other colleagues. After all, our purpose is to support the College's educational mission, and the College begins firing on all cylinders when all of you arrive again each August.

We expect this year to be exciting for a number of reasons. We have been busy planning how to enhance existing service and build new services. One source of this excitement is the growing integration of Library services and Information Technology services. We think this trend is going to provide new and higher levels of information services for our community.

The ITS Help Desk is moving to Drake Library this fall, and it will be open many more hours each week. The Drake Library Learning Commons continues to take shape, offering collaborative work space, media editing hardware and software, the busiest computer lab on campus, a media viewing and listening area, access to traditional and digital library resources, and help from reference librarians, other library staff, and IT professionals. During the spring semester Dailey Hall's ITS staff—along with several classroom/labs—will relocate to Drake's ground floor. A number of Library staff will also relocate to this area. This will provide opportunities for ITS and Library staff to collaborate and develop new levels of integrated information services.



The rest of this newsletter contains updates and reports from various ITS departments and staff. As you will see, our staff has been busy and productive this summer. We hope that our work translates into improved and expanded service for all of you. Please let us know what you think about the newsletter, about our projects, and about our service. Feel free to contact any ITS staff member or the Help Desk with your comments.

We are all waiting to hear from you.

Have a great year.  
Frank Wojcik  
fwojcik@brockport.edu

## RE-TOOLING I.T.S. By: David Strassenburgh

There are several major information technology projects in the hopper to be started over the next year. Three of the larger ones are a network upgrade, a College portal implementation, and a VMware implementation. We also are anticipating an email/calendar implementation in the early summer of 2008.

**Network Upgrade:** The network upgrade will most likely begin

sometime this fall, with the goal of providing 1 Gigabit connectivity to the desktop. The upgrade is scheduled to be done in phases, over a multi-year period. The upgrade will consist of replacing electronics, new fiber installs where needed, and re-cabling as needed. The campus network infrastructure is a high priority "essential" need for the campus and requires ongoing upgrades to keep current with

demand and technical advancements.

**Portal:** This past spring members of the College Technology Council (CTC) prioritized a list of technology projects, based on "best benefit" to the college community. Among the discretionary projects, classroom enhancements were ranked first while an implementation of a campus portal was ranked second. Infor-

*Continued on page 2*

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mation Technology Services (ITS) is currently looking at a portal installation. We are considering implementing Sungard's Luminis portal product.

**Virtualization:** With a number of our servers approaching "end-of-life," the time is right to begin looking at server consolidation using virtualization. Virtualization is a means of running multiple applications on one physical server (computer) simultaneously. There are many technical advantages for doing this, as well as such factors as energy savings, reduced cooling requirements, reduced physi-

cal space needs, and increased cost efficiencies. Brockport's first virtual servers will be implemented later this fall.

**Email:** The campus email committee has finished their work and submitted a recommendation for improving campus email/calendaring services. We are currently working to improve our existing JES email/calendaring system, and will make decisions regarding possible new systems after this work is complete. No decision has been made regarding what product(s) will be implemented, if it comes to that. Since the installation of any new email/ calendar system will be somewhat disruptive to the

campus community, the earliest possible window for installing a new system would be after graduation in May.

There are numerous other projects waiting in the queue to be started or completed, we will look at some of those in the next newsletter.



## JP Morgan Corporate Challenge



A few ITS'ers were among the twenty SUNY Brockport participants in the 10,000 runner JP Morgan Chase Corporate Challenge held at RIT this past May. The ITS participants were Laura Buckner, Dave Hoenk, and Jeff Smith.

According to Brockport team Captain John Osowski, "this was the biggest Corporate Challenge Team that SUNY Brockport has ever fielded. Every year it gets a little better, and this year we took a major leap forward."

### College Departments Collaborate to Create Technology "Motor Pool."

By: Shaun Jeffers

Each year the College acquires hundreds of new computers for classrooms, labs, and faculty offices. While most of these computers are ordered by Information Technology Services (ITS) as

part of our ongoing computer replacement cycles, scores of computers are purchased every year by individual departments. In the past this practice has created logistical and support problems. To address these problems ITS, Facilities

and Planning, and Procurement and Payment Services have collaborated to create the Technology Procurement System (TPS) to manage the life-cycle of the Col-

lege's desktop and mobile computing devices. In particular, the program is intended to ensure that College computers meet minimum requirements, that departmental and College resources are utilized as efficiently as possible, and that ITS can better manage the deployment and reassignment of computers.

All new computer purchases must be authorized through the TPS. The authorization process starts here:

<http://www.brockport.edu/its/techreq/>  
Eventually, the computers are delivered directly to ITS for configuration and deployment.

The old computer returns to ITS and we determine whether it will become a "trickle down" computer or be surplus. Trickle down computers will go back into the field to adjunct faculty, student-use, or other specific needs. Trickle down requests are made through the Help Desk (x5151, [helpdesk@brockport.edu](mailto:helpdesk@brockport.edu)) and are on a first

come, first serve basis.

Surplus is also now handled by ITS, in collaboration with Facilities and Planning. Once we determine that equipment is surplus we strip any necessary parts and destroy any data on the hard drives. All surplus requests must be made through the Help Desk.

Since April 2, 2007, 110 computer orders have been initiated through TPS. Some immediate benefits are that we are working more closely with faculty and staff to order the equipment they need, and we are assisting users with questions that may not have been asked before. Potential long-term benefits include a more secure College network because every College computer will be configured with ITS security policies. Another long term benefit is that as we standardize our computer "fleet," ITS will have an inventory of spare parts and equipment, and will be able to provide quick repairs and replacements for problematic machines.





## ANGEL Among Us

By: Brendan Post



The Learning Systems Team spent an active summer supporting and preparing ANGEL for the upcoming academic year. The team provided support for the testing of new students taking the Computer Skills Exam and assisted Summer Session instructors and students with their educational technology

needs. Additionally, the team has been working with the SUNY Learning Network (SLN) on its migration to the ANGEL platform. For Brockport, this process includes converting courses, training faculty, and developing additional support models for purely online courses.

The Learning Systems team has endeavored to expand the capacity and reliability of the core ANGEL environment over the last eight months. Summer work focused on performance tuning throughout the environment. This has included implementing new hardware, tuning system parameters, and making improvements to security features.

Additional summer projects included the development of new modules for college initiatives, enhancements to data synchronization with the Campus Information System, integration with Apple's iTunesU and more.

The Team's work was tested by very heavy system utilization by students and faculty during the first two weeks of the fall semester. Usage peaked at nearly 1,700 concurrent ANGEL users on Wednesday, August 29, and there were 16,915 unique ANGEL sessions that day.

The fall ANGEL training schedule has been announced and can be found on page 12 in this newsletter.

## Media Frenzy

Along with many other tasks that needed to be completed before the fall semester, over the summer Media Services tested the equipment that will be used to webcast College Council meetings. These webcasts are required in order to comply with Executive Order #3 from Governor Spitzer. As required by the Order, we have located a vendor to provide closed captioning for archived versions of the webcast. We've also been working with Drake Library staff to

archive the webcast files.

Over the summer, Media Services also provided equipment for some of the summer groups that utilize the campus, including the New York State Summer School of the Arts, Camp Abilities, and Empire Girls State.

In August, we conducted our annual classroom inventory, where we checked all the permanently installed equipment in every classroom and

By: Frank Mancini

make sure that it will be ready for the fall semester.

Finally, we are beginning discussions regarding moving some media services -- and at least one staff person -- from Media Services in Edwards to the ground floor of Drake Library. More about that later this semester.

## Help me Help You

Tips from the Help Desk

By: Dave Hoenk

Regular PC Maintenance is vital to keeping your computer running smoothly. Here are a few simple tips you can do to help your PC:

- Perform a scan disk and disk defragmentation at least monthly. This will help your computer process data more efficiently and speed up your system.
- Delete cookies and temporary Internet files regularly to free up hard drive space.

- Be sure your operating system is updated regularly for service packs, security patches and updates.

See: [www.windowsupdate.com](http://www.windowsupdate.com)

- Update your virus definitions on a regular basis. Running a virus scan daily will help you eliminate threats to your PC.

These few steps will help circumvent many major issues. However, as things can happen,



should you need assistance please call or stop by the Help Desk. We have students and staff ready to help you.

The Help Desk Hours are expanding for the fall semester:

Monday-Thursday 8:00am - Midnight  
Friday 8:00am - 5:00pm  
Saturday 1:00pm - 5:00pm  
Sunday 12:30pm - Midnight

## Support Services: New and Improving...

**By: Jeff Smith**

### THE IT HELP DESK MOVED!

The ITS Help Desk moved from its original location in Dailey Hall, to its new home on the main floor of the Drake Memorial Library. We are excited about the move and the opportunity to provide even better service. With the move to

Drake comes expanded help desk hours. The ITS Help Desk phone number will remain the same: 395-5151.

### THE MAC LABS ARE ALIVE...

MACs are alive and well at SUNY Brockport. During the past year we installed iLife06 in our MAC labs. This year we are installing iWork in the labs. Among the strong points of this software, is its ability

to easily create podcasts. This adds to the already impressive list of software available in our labs. We will also be increasing the memory on the MAC G5s to accommodate the media intensive applications. Stay tuned for an Apple Technical seminar that will be coming to the Brockport campus this fall.



**By: Adam Zapata**

*"118 brand new PC's have been deployed to the labs"*



Summer is a busy time in the PC labs. So far this year we have deployed 118 new PC's in the following labs:

- ...Cooper B10 (Student Learning Center)
- ...Dailey 203
- ...Smith G25
- ...Hartwell 213
- ...Drake Main Floor (17 new PC's deployed)
- ...SUNY Brockport Metro Center
- ...Dailey Hall Room 213

Every semester we update the Lab software, and this summer was no different. We now have updates installed for many of the critical software applications including: SPSS 15, Minitab 15, Arc Gis 9.2, Adobe Creative Suite 3, and Maple 11.

Looking towards the future, we are in the early stages of our Office 2007 rollout (will be rolled out in 2008). We are

also beginning to test Microsoft Vista. There is no plan, yet, to migrate to Vista. ITS will begin to assess this option later this year.

We are also exploring the possibilities of a virtual lab. This will allow a student access to lab software from a remote location.



## Computer Skills Update

**By: Edwina Billings**

The Computer Skills Program tested 966 students during 3 weeks in July. In addition to the five orientation sessions, 50 transfer students were also tested in separate sessions.

Those involved in the success of this project included:

Proctors - Shaun Jeffers, Brandon St. John, Jeff Delbert, and Adam Zapata - did a wonderful job of working directly with the students and managing the testing session

environment. They responded well when issues came up and handled things responsibly and professionally.

Brendan Post and the Learning Systems support team get a huge round of applause because ANGEL was solid as a rock! Thanks for being here during the first session and the close attention and monitoring of later sessions.

Thanks to Adam Zapata and Anthony Mitchell for working closely with us to support the lab setup and responding to hardware issues. Their efforts are really

Thank you to Tammy Loscombe for help on password resets and all the support she always gives us!

A special thanks to Dave Hoenk for being here throughout each testing session and all he did in helping with password resets for the late exams and working with the students after the exam to assist them in logging into Banner and orienting them to computing at Brockport. Great job!



## Meet our 'A Team'

The "ITS A Team" is a group of students who provide Information Technology support to the campus. They are a key part of our support team and provide frontline support in many areas. Among the IT positions they currently staff are the ITS Help Desk, Computer Labs support, Desktop Support, Web Technical Assistant, and Systems Support.

There are a total of 29 A-Team members at SUNY Brockport.

Meet a few of our A-Team students below:

### **Pam Barchet**

Senior  
Math Major with Adolescent Certification.

### **Sarah Huther**

Senior  
Double Major In Social Work and Health Science  
Interesting fact: Loves to take pictures, travel and hang out with friends.

### **Wesley Jones**

Junior  
Double Major in Computer Science and Mathematics.  
Interesting facts: plays the banjo, likes bluegrass music.

### **Amanda Kowalczyk**

Senior  
Studying Studio Art and with a minor in Art History.  
Interesting fact: Has a twin brother, but they couldn't be more opposite of each other.

### **Colin Morrissey**

Senior  
Major: History  
Second Major: Philosophy  
Interesting fact: Going to Ireland in the Fall.

### **Natalia Pilakouta**

Sophomore  
Environmental Science (Major), Chemistry (Minor), Earth Science (Minor)  
Is an international student from

Cyprus, studying in the US on a Fulbright Scholarship. Her dream is to travel around the world, working for WWF.

### **Sarah Renkas**

Senior  
Nursing Major/Biology Minor  
Loves to cook!

### **Jonathan Richwalder**

Junior  
Computer Science Major, Math Minor.

### **Silvina Rumenova Valcheva**

Junior  
Major: Finance  
Minor: Psychology  
Is an international student from Bulgaria.  
Interesting fact: Passion is to create designs for silver jewelries, solve brainteasers, and of course see life.

### **Earl Sanford**

Sophomore  
Major/Minor: Environmental Science  
Interesting fact: Can be seen around campus dressed as a penguin.

### **Subin Sindurakar**

Senior  
Major: Computer Science/Mathematics  
Interesting facts: "I am from Nepal, and NO I haven't climbed Mt. Everest."

### **Tyler Swanger**

Senior  
Major: Computational Science  
Second Major: Computer Science  
Interesting Fact: Has a twin brother.

### **Joseph Tyson**

Junior  
Major: Computer Science and Mathematics  
Interesting Facts: Enjoys making people laugh.

### **Ashley Versaggi**

Senior  
New to the A-Team  
Majoring in Chemistry with a Biochem track.  
Interesting Fact: Loves to draw in Photoshop 7.0 with a WaCom tablet!

### **Kaitlyn Whitlock**

Sophomore  
Computer science major, business minor.

### **Jason Wright**

Senior  
Double Major in Computer science and Business admin.  
Interesting Fact: Born on Halloween.

### **Michelle Wunder**

5th Year Senior  
Major/Minor: Business Administration with a concentration in management.  
Has traveled to Italy twice.



## Drake Memorial Library

### PARDON OUR DUST

Drake Memorial Library is undergoing physical renovation and will be receiving a new roof this year. Temporary construction may limit access to some parts of the collection, but our Interlibrary Loan office can provide most materials, often within 24 hours. We apologize for the inconvenience and hope you'll agree that the finished roof will enhance the campus.

### WHAT'S NEW IN DRAKE?

This fall we are extending our hours until 2 am

Sunday through Thursday throughout the semester. Periodicals have been relocated to within a few steps of the main entrance. Movies and DVDs have been moved to the main floor for additional visibility. We are working with Information Technology Services on a variety of new initiatives to enhance collaboration, accessibility and support to students, faculty and staff. An IT Help desk in the Learning Commons area is planned to provide walk-up as well and phone assistance. Additional space is being planned to provide a variety of study spaces.

### LIBRARIAN AT THE METROCENTER

Linda Hacker, Drake librarian for several years has a new responsibility this year. She will be the MetroCenter librarian working with students, faculty and staff downtown. Linda is available for library instruction in classes, as well and for individual research and consultation. Her contact info is lhacker@brockport.edu. Many thanks to Karen Schuhle-Williams for assistance with this pilot program.

### New Faces and Fond Farewells

Charlie Bush -- New Evening Library Supervisor -- Charlie is a Rochester downstate, who joined the library technical native and recently completed his services group in July. MLS at Syracuse University.

Two librarians from Drake retired this summer. Eileen O'Hara, head of library technology retired after 35 years of service to Drake; Lin Becker is a new library clerk who recently transferred into Library technical services. She is replacing Susanna Heins who has moved to Theater.

Betty Chan has a similarly impressive history in Drake as Government Documents librarian for many years. We wish them all the best in their retirements

The 2007-08 Faculty/Staff Technology Initiative Grant program funded 18 out of 27 competitive proposals submitted. Proposals totaling over \$98,353 were received and the program awarded \$53,494 from College Technology Council (CTC) funds. Congratulations to this year's awardees:

### Educational Technology Support Grants for 2007-08

Name	Dept	Title	Description	Award Amt.
R. Anugu	ITSS	Podcast Development and Archival Server	Mac Server	\$4,723
H. Byrne/C Mattern	PES	Innovations in Clin. Exercise Physiology	ECG Patient Simulator	\$4,683
R. Cushman	Library	Digital Media Development Platform	MacBook Pro	\$3,244
G.Elyjiw/C. Price	ITS/CELT	Audience Response Systems	100 Clickers (\$25)	\$2,500
M.J. Gigliotti	Library	High Quality Photo Printer	Epson PhotoPrinter 1800	\$700
L.Hacker	Library	Digital Cameras for Drake Library	2 SONY cameras	\$530
T.Hernandez	CNS	Counselor Ed. Supervision Tech Init.	3 SONY Camcorders	\$2,700
R. Hofstra/S.Molyneux	Facilities	Ruggedized Tablet PC for Energy Mgt.	Tablet PC	\$3,900
S. Holinbaugh	Delta	Hardware for GIS Posters	36" HP DesigJet Plotter	\$5,000
T.Householder	Bio.Sci.	DNA Sequence analysis software/workst.	MacVentor software	\$3,550
K.Hubbard	Art/Delta	Support hardware for Podcasting	MacBook Pro	\$3,212
L.Mills	ART	Olympic Raku kiln, digital pyrometer	Kiln	\$2.33
A.Rich	Bio.Sci.	Cardio Physio Hardware	Data Acquisition	\$3,730
S.Sauro	Telecomm	Symposium Reporting Server	Dell Server	\$5,000
B.Schreiber	Advancement	Adv. Road Warrior Pkg.	Inspiration notebook, GPS	\$700
D.Too	PES	Electrogoniometer System w 3 sensors	Meas. Sensors	\$4,717
P.Veronesi	HDI	Video Recording Equipment	10 JVC Mini DV Camcorders	\$2,878
P.Veronesi	HDI	Computer Interfaced Probeware LabPro	Software & Interface	\$500

# Drake Memorial Library

...and Information Technology

## New For 2007

**\*\*Please Note: The ITS Helpdesk will be moving to Drake in September\*\***



Drake Library Extended Hours:  
Now open Sun-Thurs until 2 a.m.



IT Help Desk Hours For Fall:

Mon- Thurs	8am-12am
Friday	8-5pm
Sat	1-5 pm
Sunday	12:30pm-12am



New! Movie/DVD viewing area in  
the Learning Commons of Drake



Access to over 100 PC's and MAC's



Library Online Chat Help until 2a.m.

AIM: DrakeRef



Color Copying—Lower Price!  
(Only .50 Cents per page)



Online Access to Library databases



Graduate Student  
Library Refresher Class  
Sept 8 10-12pm (Drake)  
Sept 15 10-12pm (MetroCenter)

## For more information:

IT Help desk Call:

**395-5151**

Drake Library Call:

**395-2143**

### BACK FOR A BYTE

During a brief visit to campus this summer, Anne Parsons stopped by to say hello to friends in Dailey. Anne and Lynn are enjoying retirement in Maine, and are keeping busy traveling and visiting family and friends. Anne was interested to hear about new plans and developments in IT. Anne and Lynn send their regards to all.



Left to Right: Edwina Billings, Tammy Loscombe, Anne Parsons, Mary Jo Orzech





## Meet Our Staff



### Reddy Anugu

Sr. Programmer/Analyst  
Penfield, NY  
Masters in Chemistry (Kanpur, India)  
Masters in Computer Science (Jackson St. U)  
Worked in Nigeria (West Africa) for five years as a High School science teacher. Taught four years at a two year college at Selma University. Been working for SUNY Brockport ITSS team since May 2003.

### Amanda Auriemma

Staff Assistant  
Sept 2006-present  
Originates From: Batavia, NY  
Likes reading, riding motorcycles, and boating.. Go Sabres!

### Aaron Bliss

Systems Administrator  
Started at Brockport in June 07.  
Favorite Activities: watch sports, play softball, golf and also enjoys being lazy.  
What else is cool: He and his wife (Shelly) are having their first child, due date is January 17.

### James Brien

Lead Programmer/Analyst  
Originates from: Rochester, NY  
Been at Brockport 8 years as a student and staff.  
Favorite Activities: spending time with my children.  
Interesting Fact: Black Belt in Tae Kwon Do.

### Laura Buckner

Lead Programmer/Analyst  
Originates From: Kent, NY  
Been at Brockport for 6 1/2 years.  
Main support to DARS, SAP, FAP, and Registration and Records.  
Very Involved with the African Violet and Gesneriad Societies.

### Joanna Camp

Programmer/Analyst  
Worked at Brockport since 2005  
Involved with the Campus Banner Software

### George Cond III

Senior Computer Operator  
37 years at college  
Hobbies are carpentry, building race motors for drag cars.  
Has two horses, retired, and an Australian Shepherd dog named Jazzy.

### Tanasee Conner

Desktop Support Technician  
Been at Brockport for 7 years as both student and staff.  
Graduated from SUNY Brockport in 1997 with a Biology degree and in 2001 with a Computer Science degree. Currently enrolled as a grad student in the Public Administration program.  
Has 3 kids: 2 boys and a girl. Enjoys spending time with them.

### Ethan Cook

Programmer Analyst  
Graduated from Brockport Dec. 2006  
Favorite Activities: Juggling, all sports, motorcycling.

### Clay Cooper

Systems Administrator  
Originates From- Findley Lake, NY  
Been at Brockport for 2 years  
Favorite Activates - Biking, skiing, cooking.

### Kevin Day

Sr. Programmer/Analyst

### George Elyjiw

AV Technician, ITS Media Services  
Originates From: Rochester  
Graduate of RIT  
Been at Brockport 1.5 years  
Favorite Activities: Mountain Biking, Skiing, building bicycles, stargazing.  
Award winning animator and Music Video Director.

### Rick Felerski

Systems Administrator

### Alicia Girvin

Programmer Analyst  
Originates From: Seoul, S. Korea  
Been at Brockport for 4 years as both a student and staff.  
Fascinated by the biology of most living things, cuddling and taking care of my 3 cats, watching baseball, watching "Real time w/Bill Maher" and curious about pursuing an MS in Education: Adolescence Science

### Richard Hart

Media Technician

### Rob Heywood

Associate Technical Services  
Originates From: Chili, NY  
Been at Brockport 8 years  
Favorite Activities: Cycling, guitar, skiing  
Interesting Fact: Has a grapefruit tree growing in his house.

### Dave Hoenk

Help Desk Coordinator  
April 2007-present  
Originates From: Chicago IL.  
Went to school in MN.  
Enjoys racquetball, tennis, broomball, working out, skiing, & snowboarding.  
Participated in the Chase corporate 5k challenge representing Brockport.

### Shaun Jeffers

Desktop Support Specialist  
Originates From: Rochester, NY  
SUNY Geneseo graduate  
Been at Brockport for 3 years  
Favorite Activities: Playing Hockey, Buffalo Sabres Hockey, San Francisco 49ers Football, Tennis, Softball and Golf  
Other Information: Volunteer Assistant Coach for Brighton/East-Rochester/Lima Ice Hockey.

### Linda Ketchum

Computer Operator  
Been at Brockport: 25 years  
Favorite Activities: golf, gardening, reading, sports in general  
Interesting Fact: Relatives are from Germany or live in Germany, so she likes to go there now and then.

Steve Lewis  
Web Manager

Tammera Loscombe  
Information Technology Assistant  
Started at Brockport in Oct. 1999  
Currently taking courses on-line through CSEA and the NYS Partnership for Education and Training Program. This is a 12 course program in which she will earn a certificate in Administrative Services.

Frank Mancini  
AV Distribution Technician  
Originates From: Rochester, NY  
Been at Brockport for 13 years.  
Likes long walks on the beach, sharing a glass of wine with someone special, and reading farm implement catalogs while relaxing in a dew tipped rose garden in the spring.

Steven McMaster  
Programming Manager  
Worked at the college since 1992, hired as a Lead Programmer and promoted to Senior Programmer before becoming Programming Manager.  
Attended Brockport in the 1970's and earned a Masters in English.

Heidi Melens  
Support Specialist  
Hardworking employee since November 1, 1981

Richard "Dicky" Morrison  
Data Communications

Dan Murdoch  
Sr. Programmer/Analyst

Shelia Myers  
Information Technology Assistant  
Favorite Hobbies: Sewing, Knitting, and Crocheting  
Favorite Activities: Bicycling  
Children: 2 daughters  
Grandchildren: 3

Nancy O'Connor  
Senior Programmer/Analyst  
Feb 29, 1988-Present  
Likes spending time with family and friends, traveling, reading, kayaking, bicycling, skiing (down hill and x-country)

Mary Jo Orzech  
Acting Director of Library Services  
Mary Jo Orzech  
Originates from: Lackawanna, NY  
At Brockport since 1988  
Favorite Activities: walking, reading, cooking, gardening

Patty Pfister  
Sr. Programmer/Analyst

Brendan Post  
Learning Systems Team Leader  
Started at Brockport in June of 2005

Cheryl Reining  
Clerk (Media Services)

Paul Robinson  
Operations Manager  
Started at Brockport in August of 1987  
Enjoys sports of all kinds and has been a volunteer Firefighter for nearly 40 years.

Jeff Smith  
Manager-Computing Support Services  
Originally from the Pittsburgh Pennsylvania area  
Has worked at Brockport a little over two years.  
Favorite Activities - Enjoys staying fit, playing golf, learning new things, various kinds of music,

Ricky Smith  
Systems and Networking Manager

Brandon St. John  
Learning Mgt. Systems Coordinator  
From: Syracuse, NY area  
Was a transfer student from 2000-2003, graduate student from 2003-2006, staff member since January 2005.  
Favorite Activities: Playing all forms of hockey, running, watching movies, playing with my dog Tiger and being outdoors.

David Strassenburgh  
Director of IT Systems  
Started at the college in Oct. 1983 (long time ago in a far away land...) and is an alumnus of Brockport.



Frank Wojcik  
Dean for Information Resources and Chief Information Officer.  
Been at Brockport for five years.  
Activities include xc skiing, bicycling, hanging out with family, watching/coaching my kids in their sports, and playing guitars (I play badly, but at least I am loud)

Adam Zapata  
Computer Lab Administrator  
1/3/2006-present  
Been at Brockport for 6 years as both student and staff.  
Likes Football



## SUNY BROCKPORT

### What is my e-mail address?

- ✓ Go to: <http://www.brockport.edu/bounce/cislogon>
- ✓ Point to **Online Services**, then click **Campus Information System**
- ✓ Enter your **Student ID Number** and **PIN**  
(If you do not know your Student ID Number, you may also use your Social Security Number.)
- ✓ Click **Personal Information**
- ✓ Click **View E-mail Address(es)**



### What is my NetID and what do I use it for?

Your NetID is the part of your e-mail address that comes before the at-symbol. It is used to access computing resources such as e-mail, ANGEL, library databases, lab computers, wireless networking, and more.

### Who should I contact if I have questions?

ITS Help Desk:

**585-395-5151**

[helpdesk@brockport.edu](mailto:helpdesk@brockport.edu)

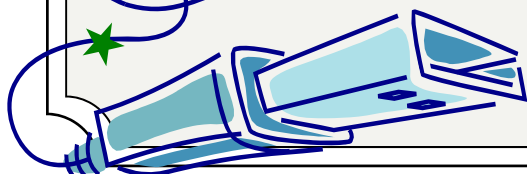
<http://www.brockport.edu/its>

ResNet:

(For problems related to network connections in the residence halls)  
(866) 478-8861

### What is my initial NetID password?

Your default password is the first letter of your first name followed by the last five digits of your Student ID Number. Note: For security reasons, we strongly encourage you to change your password by going to the webmail login page (<http://webmail.brockport.edu>).





# Reset your NetID password!

## NetID: Your Gateway to SUNY Brockport's Online Resources

**What is a NetID?** - Your NetID is a username for accessing computing resources at SUNY Brockport. These resources include email/webmail, ANGEL, wireless networking, lab computers, lab printing, and Drake library databases. All students, faculty, and staff have a NetID.

**Where can I find my NetID?** - Go to the [Campus Information System](#)

Enter your ID Number and PIN

Click "Personal Information"

Click on "SUNY Brockport NetID Information and Password Reset"

Your Brockport NetID will be displayed along with a link for changing your password

**What is my password?** - For both students and faculty/staff, the initial password is the first letter of your first name followed by the last five digits of your Banner ID Number. Note: We strongly recommend changing your NetID password by going to the online [Password Changer](#).

**What is my Banner ID Number?** - Your Banner ID Number starts with 800 (eight hundred) and is not the same as your social security number. For additional help, see [Instructions for Finding Your Banner ID Number](#).

**What if my NetID password does not work?** - If you need to change or reset your NetID password, you can now do that from within the Campus Information System. Here's how:

Log into the [Campus Information System](#)

Click "Personal Information"

Click on "SUNY Brockport NetID Information and Password Reset"


Here you will see your SUNY Brockport NetIDs. Click "Change Password" next to the appropriate NetID.

Password: \*\*\*\*\*

[Change Password](#)

Enter your new NetID password in both boxes and click "Submit". Please note the password requirements listed. The password change takes effect right away.

## NetID Password Change

 Please enter your new NetID password below and click Submit. NetID password rules:

- Passwords must be between 6-8 characters in length.
- Passwords must contain at least two numbers and/or special characters.
- Passwords cannot contain spaces.
- Passwords may not contain your NetID.

New Password:

Confirm Password:

[Submit](#)

[Reset](#)

**If you have any questions, or need assistance, please contact the ITS Help Desk at 395-5151**

### FALL 2007 ANGEL TRAINING WORKSHOPS

Attention SUNY Brockport Faculty and Staff: Another school year is here and there is no better time than now to update your ANGEL Learning Management System skills by attending one or more of our hands-on ANGEL training workshops. See the descriptions below the schedule to determine which trainings will work best for you. All ANGEL training workshops are co-sponsored by Information Technology Services (ITS) and the Center for Excellence in Learning and Teaching (CELT). You can register for any of the following workshops by calling CELT @ x5088 or by sending an email request to [celt@brockport.edu](mailto:celt@brockport.edu). *All ANGEL training workshops are held in the CELT Resource Center, Room 100B Edwards Hall.*

ANGEL Workshop	Date	Time
<b>*NEW*</b> ANGEL's Cool Tools	Thursday, 09/20/2007	3:00 pm – 4:00 pm
ANGEL Gradebook	Friday, 09/28/2007	10:30 am – 11:30 am
ANGEL Quizzes	Tuesday, 10/02/2007	8:30 am – 10:00 am
ANGEL Discussion Forums	Wednesday, 10/03/2007	8:30 am – 9:30 am
ANGEL Gradebook	Wednesday, 10/10/2007	9:30 am – 10:30 am
ANGEL Gradebook	Friday, 10/12/2007	1:00 pm – 2:00 pm

#### VIRUS PROTECTION

McAfee virus protection is available for faculty, staff and student home use on PCs and Macs. It can be downloaded from: <ftp.brockport.edu> or on CD from the ITS Help Desk at x5151.



#### FILE CITY

Have you heard of File City? All Brockport students, faculty and staff can use File City for temporary file storage. This is a very useful service that allows users to access files anywhere with an Internet connection.

Go to: <https://filecity.brockport.edu>. At the login screen, enter your SUNY Brockport NetID and password.

Users are reminded that File City is not backed up and files are deleted at the end of the academic year.

*(SUNY Brockport is not responsible for lost files.)*

#### SOFTWARE FOR HOME USE

Brockport faculty and staff can purchase Microsoft and other software (including Office 2007 and Vista upgrades) through UB Micro for personal home use. Academic pricing is offered at substantial discount. Proof of academic eligibility is required. Titles include MS Office 2007, Adobe Illustrator, Creative Suite and SPSS. Order online at the following site:  
<http://www.ubmicro.buffalo.edu/sunylic.php>

#### CTC MINUTES ONLINE

The College Technology Council is an advisory and policy making committee for the campus. College Technology Council minutes are posted online for Brockport faculty and staff. They are available by going to:  
<http://www.brockport.edu/etc/minutes.html>



# Upcoming Workshops



Join us for the Fall 2007 ITS Workshops,  
Seating is limited, so register early for any of these sessions, by calling x2368 or e-mailing [tloscomb@brockport.edu](mailto:tloscomb@brockport.edu).

**Tuesday, September 18th (P. Pfister/L. Buckner)**

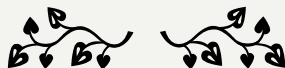
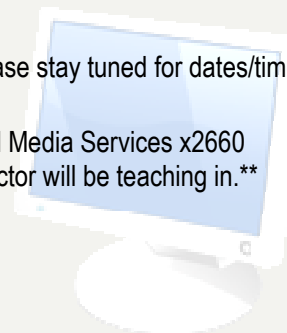
*E-mailing from Banner for Administrative Staff 10:00 am – 11:30 am Dailey rm #202*

**Friday, September 21st (R. Anugu)**

*Mac OSX Basics 12:00 pm – 1:00 pm Holmes rm #103*

\*\*\*Banner Forms classes with Dan Murdoch will be scheduled for the fall semester. Please stay tuned for dates/times\*\*\*

\*\* Anyone interested in learning how to use classroom technology can also call Media Services x2660 to schedule an appointment with a staff member in the classroom that the instructor will be teaching in.\*\*



**Graduate Student Library Refresher Session—September 8 in Drake and September 15 in the MetroCenter from 10 am to 12 noon.**

Drake librarians will be covering basic information and advanced search strategies and databases. We are asking that students register but drop-ins are welcome. Contact Lori Lampert (5191) or Jennifer Little (2482) in the library.

**Copyright and You—November 8, 2007 at 10 am in 100B Edwards.**

Drake Librarians J. Little and J. Smathers will be hosting a copyright session as part of the CELT faculty series. Copyright can be confusing for faculty, staff and students. Mark your calendar and plan to join us for this informative session. Reserve a seat by calling CELT at x5088.

**Geographic Information Systems (GIS)—September 19, October 3, October 17, 2007 held in Room 202 Dailey Hall.**

Interested in learning more about Geographic Information Systems (GIS)? Please plan to join us at the following workshops on how to use ESRI GIS software. Sessions are taught by Jim Zollweg and Carol Zollweg, Earth Sciences.

Weds Sept 19 1:15- 2:45 -- Introduction to Geographic Information Systems

Weds Oct 3 1:15-2:45-- Using GIS and Google Earth together (especially for teaching)

Weds Oct 17 1:15-2:45-- Opportunities for GIS use in research, scholarly activities and grant development





HighEdWeb is an organization of Web professionals working at institutions of higher education. We design, develop, manage, and map the futures of higher education Web sites.

Established in November of 1999 among scores of colleges and universities in New York State, we have expanded our vision and welcome similar professionals from across the nation and across the globe.

For our upcoming 2007 conference, we're happy to announce that our keynote speaker is George Cook, National Consulting Engineer for Apple's U.S. Education Sales Division. In this capacity, George consults with educational institutions developing creative applications for digital media in their curriculum, research, administration, and public relations activities.

Special guests will include Michael Dame from Virginia Tech who will share the school's experiences with the Web and its ever-growing role in crisis communication.

**When:** October 14–17, 2007

**Where:** Rochester, New York

**What:** One of the few conferences created just for higher education Web professionals.

**Who:** YOU, and more than 400 of your colleagues from across the U.S. and the world.

Together we will examine the unique issues facing Web professionals at colleges and universities.

**Early bird registration ends September 15.**

Program sessions and tracks include:

- ◆ Applications and Standards (APS)
- ◆ Marketing, Management, and Professional Development (MMP)
- ◆ Social Applications and Content (SAC)
- ◆ Technical: Propeller Hats Required (TPR)
- ◆ Usability, Accessibility, and Design (UAD)

**Registration is now open. Don't miss it!**  
**[www.highedweb.org/2007](http://www.highedweb.org/2007)**